



ALLIED WORLD SPECIALTY INSURANCE COMPANY, Canadian Branch

## **CUSTOMER CONCERN & COMPLAINT PROCESS**

Allied World Specialty Insurance Company's Canadian branch ("Allied World Canada") prides itself on our customer service. In the event, one of our customers has any concern or complaint with any of Allied World Canada's business practices or conduct handling your policy or claim, the below process will assist you in having your concern addressed promptly and effectively.

### **Contact your Broker or Agent**

If you have a concern about a product or service provided by Allied World Canada, please reach out to your insurance broker. Your broker is a licensed, independent insurance professional, who is in a position to provide you with insurance advice and clarification and reach the proper business or claims person at Allied World Canada. If, after speaking with your broker, you still require assistance, then the below steps may be taken.

### **Contact Allied World Canada**

If your concern is related to a claim being handled by Allied World Canada, please contact the claims analyst handling your claim. If you do not know the claims analyst, you may contact us at: [awcanadaclaims@awac.com](mailto:awcanadaclaims@awac.com).

If your concern is related to a business practice or your insurance policy, you may contact the relevant business unit or Allied World Canada at: [gordon.kerr@awac.com](mailto:gordon.kerr@awac.com).

### **Contact Allied World Canada's Ombudsman**

If the Allied World Canada claims analyst or business unit was unable to resolve your concern, you may contact one of Allied World Canada's ombudsmen to have your concern or complaint reviewed impartially and promptly. Complaints should be in writing and sent by mail or email to the below contacts.

Karen Colonna  
SVP, Deputy General Counsel  
1600-200 King Street West  
Toronto, ON, M5H 3T4  
(646) 794-0576  
[cncompliance@awac.com](mailto:cncompliance@awac.com)

Marlene Mourad  
VP, Associate General Counsel  
1690 New Britain Avenue, Suite 101  
Farmington, CT, USA, 06032  
(860) 284-1478  
[cncompliance@awac.com](mailto:cncompliance@awac.com)



## **External Independent Review**

If an Allied World Canada ombudsman is unable to resolve your concern, you may file your complaint with the General Insurance OmbudService (“GIO”). The GIO is a Canadian-wide independent dispute resolution service that is responsive, thorough and focused on the successful resolution of consumer complaints. For more information about the GIO, visit their website at <https://giocanada.org/> or call them toll free at (877) 225-0446.

*In Quebec*, if you are not satisfied with the outcome or the review of your complaint, you may ask the Ombudsman to transfer your file to the Autorité des marchés financiers (“AMF”). A transfer form can be found at [https://lautorite.qc.ca/fileadmin/lautorite/formulaires/grand-public/GP-plainte\\_formulaire-transfert-dossier-an.pdf](https://lautorite.qc.ca/fileadmin/lautorite/formulaires/grand-public/GP-plainte_formulaire-transfert-dossier-an.pdf). The AMF will analyze your file to determine whether they can offer you their mediation or conciliation services.

## **Financial Consumer Agency of Canada**

The Financial Consumer Agency of Canada (“FCAC”) is an independent Canada-wide government body responsible for supervising financial institutions to ensure compliance with federal consumer protection laws and regulations. If you have consumer protection issues, you may contact the FCAC at Financial Consumer Agency of Canada, 6th Floor Enterprise Building, 427 Laurier Ave. West, Ottawa, Ontario, K1R 1B9 or at the following numbers: (866) 461-3222 (English); (866) 461-2232 (French); or (866) 814-2224 (Fax). For more information about the FCAC and consumer provisions, visit the FCAC’s website at <https://www.canada.ca/en/financial-consumer-agency.html>.